

# *Nebraska Relay 2008 FCC Complaint Report*

*6/1/07 to 5/31/08*

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## ***External Complaints-- Miscellaneous***

Customer stated that a TTY had not been offered to them while at the Department of Corrections.

*Inquire Date 6/4/2007  
Record ID 13983  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Mary  
Response Date 6/4/2007  
Resolution 6/4/2007*

Customer Service directed the customer to the head of the Department of Corrections for accessibility to a TTY. Customer understood.

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## ***External Complaints-- Miscellaneous***

Customer stated that they were unable to dial 7-1-1 from the school so they could reach their parents this weekend.

*Inquire Date 11/30/2007  
Record ID 15066  
Call Taken By Lead CA  
CA Number  
Responded By Chris  
Response Date 11/30/2007  
Resolution 11/30/2007*

Lead CA explained about the possible PBX issue and directed customer to the telephone administrator for 7-1-1 translation. Lead CA provided the 800 number. Customer understood.

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## ***External Complaints-- Miscellaneous***

Customer stated their CapTel device seems to be cutting out their voice and fading out every once in awhile during calls. Customer stated they believe it is caused by the digital phone lines through Cox.

*Inquire Date 4/30/2008  
Record ID 16249  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 4/30/2008  
Resolution*

Customer Service explained that CapTel device will experience difficulties when connected to a digital telephone line. Customer Service suggested customer contact the provider and explain the need for an analog phone line or a possible analog filter on their phone line. Customer Service offered to speak to the carrier if needed. Customer was satisfied and stated would have carrier contact relay if there were any questions. Cox is unable to provide analog service.

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## ***Service Complaints--CA Accuracy/Spelling/Verbatim***

Customer stated that he was having issues with the typing of some CAs. Customer stated that he did not remember specific CA numbers and things have been better so he would contact relay again if issue occurred.

*Inquire Date 4/18/2008  
Record ID 16137  
Call Taken By Program Mgr  
CA Number  
Responded By Christa/Tina  
Response Date 4/21/2008  
Resolution 4/21/2008*

Marketing Project Coordinator apologized to the customer and stated that Customer Service would contact customer. Customer Service contacted customer through e-mail. Customer was satisfied.

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***Service Complaints--CA Did not Keep User Informed***

Customer stated that the CA did not keep her informed of the background voices on the call and asked CA specifically for this information.

***Inquire Date 11/29/2007  
Record ID 15063  
Call Taken By Lead CA  
CA Number 6342  
Responded By Jackie  
Response Date 11/30/2007  
Resolution 11/30/2007***

Lead CA apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied.

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***Service Complaints--CA Hung Up on Caller***

Customer stated that the CA hung up during their call.

***Inquire Date 9/1/2007  
Record ID 14466  
Call Taken By Customer  
Service Rep  
CA Number 3029  
Responded By Tina/Kay  
Response Date 9/5/2007  
Resolution 9/5/2007***

Customer Service apologized and forwarded the call information to the technical department. The technical department was unable to locate the call as the data given did not match CA number and time/date of the call given by the customer. Customer understood.

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***Service Complaints--CA Hung Up on Caller***

Customer stated CA was rude and hung up. Customer did not have CA number.

***Inquire Date 9/11/2007  
Record ID 14514  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 9/12/2007  
Resolution 9/12/2007***

Customer Service apologized and forwarded call information to the technical department. The technical department discovered that the call was not placed through Nebraska Relay. Customer was notified and understood.

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***Service Complaints--CA Hung Up on Caller***

Customer stated that the CA hung up.

***Inquire Date 9/12/2007  
Record ID 14526  
Call Taken By Lead CA  
CA Number 3089  
Responded By Sue/Diane  
Response Date 9/13/2007  
Resolution 9/13/2007***

Lead CA apologized and forwarded call information to the technical department. The technical department discovered that the CA did hang up on the customer. CA was terminated and customer was notified.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 7/31/2007  
Record ID 14226  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Michelle  
Response Date 7/31/2007  
Resolution 7/31/2007***

Customer has been receiving harassing calls and inquired what could be done.

Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 8/24/2007  
Record ID 14372  
Call Taken By Lead CA  
CA Number  
Responded By Chris  
Response Date 8/24/2007  
Resolution 8/24/2007***

Customer has been receiving threatening phone calls and requested a transcript of the conversation.

Lead CA explained that transcripts of conversations are not kept due to confidentiality laws followed by the relay. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 11/20/2007  
Record ID 15011  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 11/20/2007  
Resolution 11/20/2007***

Customer had received a fraudulent call through the relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

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***Service Complaints--  
Fraudulent/Harassment  
Call***

***Inquire Date 2/11/2008  
Record ID 15550  
Call Taken By  
CA Number  
Responded By Tina  
Response Date 2/11/2008  
Resolution 2/11/2008***

Customer's son received a harassing telephone call and inquired what could be done.

Customer Service explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer has indicated that they will forward the complaint to the FCC and the state Attorney General.

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***Service Complaints--  
Miscellaneous***

Customer stated that the CAs type too fast, so the customer has difficulties following the conversation.

***Inquire Date 12/22/2007  
Record ID 15187  
Call Taken By Supervisor  
CA Number  
Responded By Jody  
Response Date 12/22/2007  
Resolution 12/22/2007***

Supervisor apologized and offered to set up a profile for slow typing. Customer refused to give information for profile and hung up.

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***Service Complaints--  
Miscellaneous***

Customer stated that the CA was difficult and the customer wanted to go to the relay center to complain.

***Inquire Date 12/29/2007  
Record ID 15232  
Call Taken By At the  
Workstation  
CA Number 3026  
Responded By Sarah  
Response Date 12/29/2007  
Resolution 12/29/2007***

Lead CA apologized and attempted to gather call information. Customer was being belligerent and demanded the relay address. Customer hung up.

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***Service Complaints--  
Miscellaneous***

Customer stated that CA gave incorrect CA number.

***Inquire Date 3/20/2008  
Record ID 15845  
Call Taken By Lead CA  
CA Number 3030  
Responded By Jackie  
Response Date 3/20/2008  
Resolution 3/20/2008***

Lead CA verified the identification that the CA had given was correct. Customer understood.

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***Technical Complaints--711  
Problems***

Customer stated that people are not able to call her through 7-1-1 on their Cell Phone.

***Inquire Date 1/2/2008  
Record ID 15329  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 1/2/2008  
Resolution 1/2/2008***

Customer Service explained what could be happening and directed customer to Cell Phone provider to check 7-1-1 translation. Customer Service also offered to contact the provider, customer refused.

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***Technical Complaints--  
Miscellaneous***

Customer states that when calling a friend through the relay and after the call is disconnected, the other party receives a busy signal.

***Inquire Date 6/8/2007  
Record ID 14066  
Call Taken By Operations Mgr  
CA Number  
Responded By Diane  
Response Date 6/8/2007  
Resolution 6/11/2007***

Assistant Operations Manager stated this information would be forwarded to the Relay Technical Department. Assistant Operations Manager forwarded this information to the technical department. The technical department discovered that this was a technical issue with the cell provider. Customer was using their cell phone around a lot of technology in a remote area. Cell provider was aware of the situation. Customer was satisfied.

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***Technical Complaints--  
Miscellaneous***

Customer attempted to place a long distance call through the relay. Customer has an access code needed to access their carrier.

***Inquire Date 6/12/2007  
Record ID 13990  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 6/12/2007  
Resolution 6/12/2007***

Customer Service explained how customer could utilize their code to reach the relay or use a pre-paid calling card to connect his call. Customer understood.

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***CapTel--Complaints***

Customer stated that their CapTel phone was not functioning correctly and customer inquired about issues that occur with digital phone lines.

***Inquire Date 10/30/2007  
Record ID 14902  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 10/30/2007  
Resolution 10/30/2007***

Customer Service explained some of the issues that occur with digital phone lines. Customer was satisfied.

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***CapTel--Complaints***

Customer stated that at times the line disconnects when the customer takes too long to read the CapTel screen. Customer stated that this only occurs on long distance calls and not local calls.

***Inquire Date 2/13/2008  
Record ID 15552  
Call Taken By Customer  
Service Rep  
CA Number  
Responded By Tina  
Response Date 2/13/2008  
Resolution 2/13/2008***

Customer Service explained that Nebraska Relay does not process the call and directed customer to CapTel Customer Service. Customer understood.

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**CapTel Complaints**

Technical - General

**Inquire Date** 2/21/2008  
**Record ID** 65218  
**CA Number**  
**Responded By** MMo  
**Resolution** 2/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 2/22/2008  
**Record ID** 65266  
**CA Number**  
**Responded By** EY  
**Resolution** 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 2/22/2008  
**Record ID** 65279  
**CA Number**  
**Responded By** EY  
**Resolution** 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 2/25/2008  
**Record ID** 65619  
**CA Number**  
**Responded By** JS  
**Resolution** 2/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel--Complaints**

Customer had questions about CapTel and how it would work with their digital Time Warner service. Customer stated that Time Warner is unable to provide them with an analog line for their CapTel telephone.

**Inquire Date** 3/6/2008  
**Record ID** 15745  
**Call Taken By** Customer  
**Service Rep**  
**CA Number**  
**Responded By** Tina  
**Response Date** 3/6/2008  
**Resolution** 3/6/2008

Customer Service explained that the CapTel telephone needs an analog telephone line to function properly. Customer Service suggested looking into service from another provider for analog service. Customer understood.

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**CapTel Complaints**

Technical - General

**Inquire Date** 3/12/2008  
**Record ID** 67390  
**CA Number**  
**Responded By** KM  
**Resolution** 3/12/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 3/18/2008  
**Record ID** 68062  
**CA Number**  
**Responded By** DF  
**Resolution** 3/18/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 3/20/2008  
**Record ID** 68396  
**CA Number**  
**Responded By** KM  
**Resolution** 3/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 3/21/2008  
**Record ID** 68433  
**CA Number**  
**Responded By** EB  
**Resolution** 3/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 3/21/2008  
**Record ID** 68523  
**CA Number**  
**Responded By** MMo  
**Resolution** 3/21/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 3/26/2008  
**Record ID** 68893  
**CA Number**  
**Responded By** ST  
**Resolution** 3/26/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 4/25/2008  
**Record ID** 72285  
**CA Number**  
**Responded By** JS  
**Resolution** 4/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 4/28/2008  
**Record ID** 72743  
**CA Number**  
**Responded By** KM  
**Resolution** 4/30/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 5/1/2008  
**Record ID** 73056  
**CA Number**  
**Responded By** EB  
**Resolution** 5/1/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Technical - General

**Inquire Date** 5/28/2008  
**Record ID** 75832  
**CA Number**  
**Responded By** EB  
**Resolution** 5/28/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.  
Problem resolved by tech support by routing calls through an alternate network.  
Confirmed with customer this remedied the circumstance.

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**CapTel Complaints**

Accuracy of captions

**Inquire Date** 5/28/2008  
**Record ID** 76093  
**CA Number**  
**Responded By** EB  
**Resolution** 5/28/2008

Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up.  
Customer will continue to document calls where she feels the captions are not accurate.

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